

Factsheet



How do we calculate your rent?

Your rent is calculated based on your household's gross assessable income and determines your eligibility for a rental subsidy.

The calculation is between **25% to 30%** of your assessable household income and **100%** of the Commonwealth Rent Assistance (CRA) you and your household receive.

The subsidy varies according to the type of program and the income level of your household.

Below is an example of how we calculate your rent:

Income type	%	Assessable income, per week	Charge per Week
Age Pension	25%	\$468.40	\$117.10
Clean Energy Supplement	25%	\$7.05	\$1.76
Commonwealth Rent Assistance (CRA)	100%	\$75.80	\$75.80
Total rent charge per week			\$194.66

e.g., Single person in a household receiving an Age Pension from Centrelink

What is Commonwealth Rent Assistance (CRA)?

CRA is an additional supplement paid to you on top of your normal Centrelink payment to people who rent privately or in community housing. You pay your rent and CRA payments to SGCH.

Your SGCH rent includes all the CRA

you and members of your household are entitled to receive.

To keep your rent affordable, you must make sure anyone in your household who is eligible for CRA is receiving the payments from Centrelink.

Any time your rent amount changes, you need to tell Centrelink your new rent amount to receive the correct CRA. Centrelink may ask you to complete a Rent Certificate to



confirm your rent. SGCH can sign this certificate as your landlord.

How often do I need to pay rent?

It is a legal requirement of your Residential Tenancy Agreement (your lease) to pay your rent on time and in full. **You must pay your rent on time and keep your rent account two weeks in advance.**

SGCH will charge you for rent and shared water on Mondays. If you are struggling to pay your rent it

is important to let your Tenancy Manager know as soon as you can. SGCH will work with you to get your payments back on track with an affordable repayment agreement and refer you to our Support Coordination team if you would like further support or financial services.

It is never too late to call us.

Why does my rent change?

SGCH reviews rent subsidies every six months in **March** and **September** to ensure that you are paying the right amount of rent based on your income and personal circumstances.

When there is a change in your household income, you must let SGCH know within 21 days and provide proof of income for each member of your household so we can recalculate your rent subsidy.

If someone joins your household, you must let SGCH know within 21 days. If someone has joined, you will need to fill in the [Application for an additional occupant](#) and provide proof of income for any person over the age of 18 years. We will then recalculate the rent.

If someone leaves your household, you must let SGCH know within 21 days. If the household member leaving is aged 18 years or over, you will need to provide documents showing their new address.



How often with SGCH review my rent?

SGCH reviews rent subsidies every six months to ensure that you are paying the right amount of rent based on your income and personal circumstances.

How will my rent be assessed if I have no income?

The rent subsidy application will be assessed based on the equivalent Centrelink payment the tenant or other adult household members would normally receive.

How do I notify SGCH of a change in my household?

You will need to complete an [Application for Rental Subsidy Form](#) online or you can contact your Tenancy Manager or the Rent Review Team on **1800 573 370** for a copy of the form.

What is market rent?

Market rent is the maximum rent you will pay for an SGCH property. The market rent is how much the property would be leased for in the private rental market.

SGCH reviews the market rent for your home each year. We tell you in writing if there is a change in the market rent for your home.

What if I can't afford market rent?

We assess if you are eligible for a rent subsidy when you start your tenancy with us.

If you move to market rent during your tenancy, you can apply for a new rent subsidy by completing an Application for Rental Subsidy Form and providing proof of income for each household member. We assess your application and decide if you are eligible for a new rent subsidy.

Appeals and Complaints

Tenants can appeal decisions relating to rent charging. If a tenant is not satisfied with a service or decision made by SGCH they can ask for a formal first level appeal.

Appeals and complaints can be lodged over the phone, mail, in person or [via our online Appeals and Complaints form](#). The decision will be reviewed by a manager and the outcome confirmed back to you in writing.

If a tenant is not satisfied with the outcome of an appeal, they can lodge an external second level appeal with the Housing Appeals Committee (HAC). The HAC is an independent agency that reviews certain decisions made Community Housing providers.

More information

If you have any questions about your rent, please call our Rent Review team on **1800 573 370**.

If you need assistance with language interpretation, please contact the **Translating and Interpreting service (TIS) on 131 450**.

For information on the Housing Appeals Committee call 1800 629 794 or go to www.hac.nsw.gov.au.

Related Policies

- SGCH Rent Policy
- SGCH Occupancy Policy
- SGCH Complaints and Appeals Policy
- SGCH Rental Fraud Policy
- NSW Community Housing Rent Policy



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